

BSN EB (EJEN BANK BERDAFTAR) – DO’S & DONT’S NO.

| NO. | DO’S | DONT’S |
|-----|---|---|
| 1 | Please make sure you go to our authorized EB only that holds : - BSN official signage at premise - Agent Appointment Certificate | Perform any transactions at any mobile agents or at premises without BSN EB official signage. |
| 2 | Please ensure the transaction is done inside the EB’s premise only. | Reveal your account balance to EB / third party. |
| 3 | Please make sure agent did not impose any additional charges for the transactions made. **No additional charges will be imposed for EB’s services rendered**. | Pay any of charges impose by EB. **If incurred charges, it will be displayed at agent premise and printed out on the receipt**. |
| 4 | Please bring sufficient cash / BSN Debit Card to perform any of EB’s transactions. | Reveal or hand-over your ATM Personal Identification Number (PIN) to EB / third party. |
| 5 | Please make sure you bring along your MyKad and BSN Debit card for cash withdrawal transaction. | Reveal your personal confidential details to EB / third party. |
| 6 | Please ensure your MyKad is functional and not defective (P.O.S terminal unable to read the chip) | |
| 7 | Please bring the original copy of your utility bill to perform bill payment transaction. ** Bills with <i>overdue outstanding balance</i> must be <i>paid directly to the service providers</i> to avoid service disruption / suspension**. | |
| 8 | Please verify the transaction and amount before pressing on a green button on the P.O.S terminal machine. **Transaction is done in real-time basis from EB’s location to BSN Head Office**. | |
| 9 | Please ensure you put your signature on the EB’s copy receipt. | |
| 10 | Please ask for customer’s copy receipt as a proof of the conducted transaction and check the accuracy of the information printed out on the receipt before leave the premise. | |
| 11 | Keep your receipt for future reference. | |